Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Labor Commission	80 56	80 56
Customer Company Total	80 56	80 56

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	80 4	80 4
Customer Company Total	80 4	80 4

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
	Low	**ATTIR Total**
Labor Commission	80 0.17	80 0.17
Customer Company Total	80 0.17	80 0.17

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents Bottom Number - Missed Resolution	
Customer Company	Low	MR Total
Labor Commission	80 3	80 3
Customer Company Total	80 3	80 3

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Labor Commission	80 1.14	80 1.14
Customer Company Total	80 1.14	80 1.14

Labor Commission

Detail

Incident	Name	Category	Type	Item			TIR Missed / TTR Missed	TIR / TTR
INC000000319082	Erin Latta	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR:
INC000000321645	David Lamb	Application	Error	Novell GroupWise 32-bit Window			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 3.76
INC000000322495	David Lamb	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Beynon	Labor Commission		Low	Resolved	TTR Missed: Yes	TTR: 23.85
INC000000323535	Tonya Gallegos	Application	Error	Novell GroupWise 32-bit Window			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: Yes	TTR: 8.44
INC000000324082	Karla Staker	None	None	None			TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 1.06
INC000000324382	Tonya Gallegos	Application	Error	Internet Explorer			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.05
INC000000324396	David Lamb	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.06
INC000000324450	Louis Silva	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.79
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 2.65
INC000000324495	Bobbi Smith	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324549	Tiffany Simpson	Telecom	Dial Tone	Telephone			TIR Missed: No	TIR: 0.36
	Voice Operations	Lois Schow	Labor Commission		Low	Closed	TTR Missed: No	TTR: 2.67
INC000000324760	Eric Steadman	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324811	Kate McNeill	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325660	Linda Duvall	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR: 0.43
	Voice Operations	Annette Nielsen	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.52
INC000000325719	Tiffany Simpson	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325722	Bobbi Smith	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000325815	Tonya Gallegos	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00

Labor Commission

INC000000326246	David Lamb	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.05
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000326248	David Lamb	PC/Laptop	Error	Systm Microsoft Windows XP P	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000326249	Tonya Gallegos	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000326358	Brent Asay	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000327286	Ami Windham	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000327534	Nancy Boling	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.05
Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000327621	Lisa Robinson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: Yes	TIR:	1.08
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.09
INC000000327975	Felix Desiena	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328181	Nancy Boling	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328604	Shaheen Safiullah	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329038	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000329083	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329084	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329477	David Lamb	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	6.21
INC000000330286	Tammy Baker	Application	None	None	TIR Missed: No	TIR:	0.56
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.95
INC000000330512	Erin Latta	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.65
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.90
INC000000330803	Terri DeVries	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00

Labor Commission

INC000000330809	Terri DeVries	PC/Laptop	None	None		TIR Missed: No	TIR:	0.61
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	4.87
INC000000331334	Pete Hackford	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332223	Verolinda Granados	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.23
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000332304	Lisa Robinson	Application	Error	Utah Performance Management	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332377	Daniel Singer	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332380	Deedee Brunatti	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332388	Sara Danielson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332585	Eric Steadman	Network	Incident	None		TIR Missed: No	TIR:	0.26
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.06
INC000000332961	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332972	Terri DeVries	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333562	Evelyn S Partner	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.98
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	5.59
INC000000333643	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333645	Pete Hackford	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333860	Erin Latta	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000334152	Alicia Zavala-Lopez	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.29
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.29
INC000000334168	Tonya Gallegos	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.22
Metro A Desktop Support	None	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000334178	Bobie Tupou	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.27

Labor Commission

INC000000334181	Joy Lawrence	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.20
Metro A Desktop Support	None		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000334185	Jo Ann Lowther	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.19
Metro A Help Desk	Cindy Schroeder		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000334186	Monica Smith-Austen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000334251	David Lamb	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000334430	Gina Spjut	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000334652	Lois Gutierrez	Application	Error	Industrial Accident		TIR Missed: Yes	TIR:	1.68
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	2.41
INC000000334694	Clark T Clements	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335052	Micheal Pedersen	PC/Laptop	Password	Microsoft Windows 7		TIR Missed: No	TIR:	0.36
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000335163	Ami Windham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.16
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.88
INC000000335996	Josef Sharp	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000336492	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336824	Bobie Tupou	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000336986	Tonya Gallegos	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000337188	Terri DeVries	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337261	Linda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337278	Alicia Zavala-Lopez	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337903	Brent Asay	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.93

Labor Commission

INC000000338014	Shirley Cordova	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000338076	Heather Gunnarson	None	None	None		TIR Missed: No	TIR:	0.10
Help Desk	Sarah Johnson	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000338449	Sherrie Hayashi	Application	Password	PGP		TIR Missed: Yes	TIR:	2.43
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.44
INC000000338500	Tonya Gallegos	Application	Error	Remedy Service Request Mana		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000338507	Tonya Gallegos	Application	Reporting	Remedy Service Request Mana		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.15
INC000000338521	Tonya Gallegos	Application	Reporting	Remedy Service Request Mana		TIR Missed: No	TIR:	0.01
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	2.03
INC000000338605	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.23
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	1.14
INC000000338610	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.36
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.44
INC000000338621	Sherrie Hayashi	Application	None	PGP		TIR Missed: No	TIR:	0.22
Security	Ken Wheeler	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.25
INC000000338807	Tonya Gallegos	Application	Error	Action Request System		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.62
INC000000338825	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.03
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000339948	Terri Devries	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340002	Holly Lawrence	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.03